



1-888-LAHELPU
Can Save You Time and Gas!



DCFS' new Customer Service Center can provide some case specific information to clients without a trip to this office.

DCFS Customer Service Representatives Can:

- ✓ Provide general CCAP, FITAP, and KCSP information to clients, including but not limited to:
 - Eligibility Requirements
 - Maximum Amount of Benefits based on Household Size
 - Frequently Asked Questions for ES
 - Frequently Asked Questions for EBT
 - When a change is necessary. (CCAP, FITAP and KCSP)
- ✓ Receive change information and send to DCFS Office for FITAP and KCSP Cases.
- ✓ Assist in completing applications for CCAP, FITAP and KCSP.
- ✓ Mail Applications, Redetermination Forms and SR Forms.
- ✓ When necessary, create a request for case worker follow up and forward to the appropriate DCFS office.
- ✓ Complete and submit the Fraud Complaint Form.
- ✓ Give General SNAP and LaCAP information.
- ✓ Refer Clients to IVR for Case Specific SNAP and LACAP Information.

Case Specific Information provided to CCAP, FITAP, KCSP clients includes:

• Application Date	• Case Status	• Benefit Amount
• Account Balance	• Benefit Availability Date	• Rejection Reason
• Closure Reason	• Certification Dates	• Effective closure Month
• FITAP/KCSP Benefit History (Last 5 payments)	• CCAP Payment History (up to previous 20 payments)	• Mail Redetermination and SR Forms
• Pending closure date	• Income Limit	• Address
• Monthly Benefit Dates	• Mail Applications	• Household Members

 Customer Service Representatives cannot provide case specific information to clients regarding SNAP and LaCAP.

1-888-LAHELPU (1-888-524-3578) *Call Today!*